



# TOWN OF UPTON, MASSACHUSETTS

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## Technology Committee

### Meeting Minutes

***Date: January 14, 2021***

***Location: Remote***

#### **A: Call to Order**

Having a quorum, the meeting was called to order at 4:05 pm.

#### **B: In Attendance**

Committee Members:

- John Bouthiette
- David Brooks, Clerk
- Dominic Coombe
- Steven Rakitin, Chair
  
- Kelly McElreath, Assistant to the Town Manager, Town Clerk

#### **C: Discussion**

##### **1. Review and approve agenda and minutes from December 10, 2020**

We reviewed the Meeting Minutes from December 10, 2020. Approved by unanimous vote.

##### **2. Retrofit Update**

Kelly updated us on Retrofit activity. The most recent monthly report was dated December 9, so we should expect a new one soon. Their performance is basically acceptable, but they are still not completely up to speed, probably because of the personnel handover and generally being over-committed.

Retrofit delivered a quote for the Office 365 migration: \$15,200 including the Mimecast portion, with \$1,994 monthly run rate. Kelly has also asked a quote for only migrating 5 licenses for the 5 new laptops.

The existing Exchange server is out of warranty. Kelly is waiting for updates and will report back. Due to Retrofit's slow response, we can't deploy newly purchased equipment as fast as we would like.

The CARES act renewal means the town has about \$200,000 available until December 2021, and we could spend that on more new laptops for example.

David will list the outstanding Retrofit action items and send them to Kelly.

### **3. Status of New server at Fire Station**

We are waiting for a quote for the new server. Kelly confirmed that the likely cost will not require a warrant article, as we are expecting it to be no more than \$15,000.

### **4. Website Dept Head Update Status**

Kelly will meet with department heads to update their department information. Concerning the Technology Committee's own web presence, we noted that the Committee doesn't have a mission statement approved by Board of Selectmen. Steve R will draft one and we will discuss it at the next meeting.

### **5. Cybersecurity Training Status**

Security training is close to done. It could be potentially repeated in 2021 but we are holding off because there may be no added value. However, additional training is needed for the Treasurer's department and Kelly M will remind Retrofit of the need.

### **6. Office 365 Transition Plan**

This item has been promoted from "Future Topics". The committee wants to see the detailed plan so they can assess whether the quoted costs are reasonable, although the 7-year retention requirement would make the data volumes and hence cost higher than a typical commercial transition. Kelly to forward the detailed plan.

### **7. Future Topics**

- Five Year IT Plan: John will share it with the committee. The plan is driven by the town's actual needs over 5 years.
- Website Enhancements – EDC Page (updates imminent), CCBC Page?

### **8. Other topics not reasonably anticipated by the Chair 48 hours in advance**

Cybersecurity insurance company requests an emergency incident plan template for incidents such as ransomware attacks; Kelly can source a template and will share it. Retrofit should be asked to help put it together.

### **9. Public Comment**

None.

## **D: Committee Actions and Action Items**

1. A motion was made and seconded to approve Meeting Minutes of December 10, 2020. Approved by unanimous vote.

2. Subsequent to the premature termination of the meeting, Steve R confirmed to the Clerk that he had sent the 2020 annual report to the town manager.
3. Held over from last meeting, Retrofit will provide:
  - a. A breakout of the true patch failure rate
  - b. TTC data for tickets
  - c. Quote for new Fire Station serverDavid B will remind Kelly M of these items (done Jan 15, 2021)
4. Kelly M will report cost of updating Exchange server.
5. Kelly M will review website content with department heads.
6. Steve R will draft a mission statement for committee discussion.
7. John B will share the O365 five-year plan with the committee (done immediately after meeting).
8. Kelly will forward the existing detailed O365 transition plan.
9. Kelly will share an emergency incident template.

**E: Next Meeting**

Next committee meeting is scheduled for February 4, 2021, at 4 pm. Potential agenda items are listed in Action Items above.

**F: Meeting Adjourned**

The online meeting was prematurely closed at 4:40 pm, but all the scheduled business had been concluded. A vote to adjourn was held by email and was approved by unanimous vote at 9:57 am on January 15, 2021.

Respectfully submitted

David Brooks  
Clerk